

## RFP Questions and Clarifications Memorandum

**To:** Vendors Responding to RFP Number 4271 for the Mississippi Department of Marine Resources (MDMR)

**From:** David C. Johnson

**Date:** November 6, 2020

**Subject:** Responses to Questions Submitted and Clarifications to Specifications

**Contact Name:** Jordan Barber

**Contact Phone Number:** 601-432-8005

**Contact E-mail Address:** [jordan.barber@its.ms.gov](mailto:jordan.barber@its.ms.gov)

### RFP Number 4271 is hereby amended as follows:

**1. Title page, INVITATION is modified as follows:**

INVITATION: Proposals, subject to the attached conditions, will be received at this office until ~~Tuesday, November 3, 2020~~ **Tuesday, November 17, 2020 @ 3:00 p.m. Central Time** for the acquisition of the products/services described below for Mississippi Department of Marine Resources.

**2. Title page, third box is modified as follows:**

PROPOSAL, SUBMITTED IN RESPONSE TO RFP NO. 4271 due <del>November 3, 2020</del> <u>November 17, 2020</u> @3:00 p.m., ATTENTION: Jordan Barber
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**3. Section VII Technical Specifications, Item 5 Procurement Project Schedule is amended as follows:**

Task	Date
First Advertisement Date for RFP	09/29/20
Second Advertisement Date for RFP	10/06/20
Deadline for Vendor's Written Questions	3:00 p.m. Central Time on 10/09/20
Deadline for Questions Answered and Posted to ITS Web Site	<del>10/20/20</del> 11/06/20
Open Proposals	<del>11/03/20</del> 11/17/20

Evaluation of Proposals	<del>11/03/20</del> 11/17/20 – 12/10/20
Contract Negotiation	<del>December 2020</del> 12/10/20 – 01/14/21
Proposed Project Implementation Start-up	<del>01/04/21</del> 01/18/21
Project Go-Live Deadline	<del>09/01/21</del> 07/01/21

**4. Attachment A Technical Requirements, Item 30(a) is being added:**

The Vendor understands that back-end administration accounts may need to be created for MDMR personnel.

**5. Attachment A Technical Requirements, Item 30(b) is being added:**

If back end accounts are needed, Vendors must use the general industry-standard Multi-Factor Authentication (MFA).

**6. Attachment A Technical Requirements, Item 48(a) is being added:**

Proposed solution must have the option for the state's handbooks to be downloaded for offline use within the app.

Vendor must include in their proposal a response to each amended requirement as listed above. Vendor must respond using the same terminology as provided in the original requirements.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Vendor Question No.	Verified RFP Cite	Question/Answer
<b>Question 1</b>	Section VII: General Overview and Background, Item 3.3  Page 33	We are unable to download the English version of the Texas Guidebook. The message, "404 Not Found" is displayed when download of the document is attempted. Can you provide a copy of the document?
<b>Response:</b>		<b>Yes, please visit <a href="https://hazardshandbook.com/">https://hazardshandbook.com/</a>.</b>
<b>Question 2</b>	Section VII: Procurement Goals and Objectives, Item 3.4  Page 34	Is this statement implying that there will be a separate mobile application for each handbook, or will there be a single mobile application that consolidates each handbook?
<b>Response</b>		<b>MDMR is requesting a single mobile application that contains existing handbooks for each state.</b>
<b>Question 3</b>	Section VII: General Overview and	The RFP is ambiguous in that, it appears MDMR is both looking for restructure/redesign

Vendor Question No.	Verified RFP Cite	Question/Answer
	Background, Item 3.4.2 Page 33	services and specialized content suggestions. To what extent will a prospective technology agency produce specialized content suggestions?
<b>Response:</b>		<b>MDMR is not looking for restructure/redesign services or specialized content suggestions. However, suggestions from the Vendor will be taken into consideration.</b>
<b>Question 4</b>	Section VII: Procurement Goals and Objectives, Item 4.1 Pages 33 & 34	What is the expected user load of a single web application? What are the estimated number of users reading the books now? What is the target number of users that MDMR would like to reach?
<b>Response:</b>		<b>a. The expected user load of a single web application is 5,000 users.</b> <b>b. Currently, MDMR does not have the statistical data to determine the number of users reading the books now.</b> <b>c. MDMR would like to target 1 million users.</b>
<b>Question 5</b>	Section VII: Procurement Goals and Objectives, Item 4.1 Pages 33 & 34	Will the selected vendor be fully responsible for consolidating the content from the existing 'Homeowner Manual'? Or will the the MDMR team work alongside the selected vendor team to provide the proposed approach to designing how to communicate the content in CHRA application?
<b>Response:</b>		<b>a. Yes, the Vendor be fully responsible for consolidating the content from the existing 'Homeowner Manual'.</b> <b>b. Yes, MDMR will work with the Vendor on the approach to designing and how to communicate the content in the CHRA application.</b>
<b>Question 6</b>	Section VII: Procurement Goals and Objectives, Item 4.2 Page 34	Is it mandatory for the selected Vendor to have extensive knowledge of the natural hazards in the Gulf of Mexico? Or is having extensive knowledge of deploying an enterprise mobile solution more important?
<b>Response</b>		<b>a. No, it is not mandatory for the selected Vendor to have extensive knowledge of the natural hazards in the Gulf of Mexico.</b>

Vendor Question No.	Verified RFP Cite	Question/Answer
		<b>Refer to RFP Number 4271 Attachment A, Technical Requirements, Item 2.</b> <b>b. Refer to RFP Number 4271 Attachment A, Technical Requirements, Item 1.</b>
<b>Question 7</b>	Section VII: Procurement Goals and Objectives, Item 4.4  Page 34	How will users be authenticated - by phone number / user code / by creating an account?
<b>Response</b>		<b>MDMR is not requiring user authentication for public users. If back-end administration accounts are created for MDMR personnel, general industry-standard multi-factor authentication (MFA) is required. Refer to Amendment Numbers 4 and 5 above.</b>
<b>Question 8</b>	Section VII: Procurement Goals and Objectives, Item 4.4.1  Page 34	To what extent will the application be capturing / saving any personally identifiable information (PII) data of the users?
<b>Response</b>		<b>MDMR does not anticipate capturing or saving any Personally Identifiable Information (PII).</b>
<b>Question 9</b>	Section VII: Procurement Goals and Objectives, Item 4.6  Page 35	We are recognizing a potentially large oversight within the RFP. MDMR wishes to have a mobile application exist in both the Apple App Store and Google Play Store. Does MDMR realize that-that is technically two separate mobile applications, with different store requirements and source code, developments/builds and project plans?
<b>Response</b>		<b>Yes.</b>
<b>Question 10</b>	Section VII: Procurement Goals and Objectives, Item 4.6  Page 35	How often do you anticipate the mobile application (not content) to be updated - every two weeks? Once a month? Once every few months? Will the changes and updates needed for newer versions be part of the maintenance contract?
<b>Response</b>		<b>a. MDMR anticipates the mobile application to be updated on a monthly basis or on an as-needed basis as determined by the Vendor. Vendors should include this expectation when developing the proposal response.</b> <b>b. Yes.</b>

Vendor Question No.	Verified RFP Cite	Question/Answer
<b>Question 11</b>	Section VII: Procurement Goals and Objectives, Item 4.7  Page 35	Will you be providing all the details and requirements for the application or do we work with your team to develop those requirements as part of the project?
<b>Response</b>		<b>All general technical requirements are stated in RFP Number 4271 Attachment A. MDMR will work with the awarded Vendor to further specify details and requirements, as necessary.</b>
<b>Question 12</b>	Section VII: Procurement Goals and Objectives, Item 4.7  Page 35	We anticipate many sessions with your team to design the application flow, user experience, UI preferences, features and functions. Will MDMR personnel be available for such ongoing sessions?
<b>Response</b>		<b>Yes.</b>
<b>Question 13</b>	Section VII: Procurement Goals and Objectives, Item 4.7  Page 35	How many MDMR team members will be administering content?
<b>Response</b>		<b>It is not anticipated that any MDMR team members will be actively administering content. MDMR does not anticipate frequent content management updates. Informational content changes and/or updates are anticipated to be monthly or on an as-needed basis and will be performed by the Vendor. The Vendor should include this expectation when developing a proposal.</b>
<b>Question 14</b>	Section VII: Procurement Goals and Objectives, Item 4.8  Page 35	Do you have a preference for the mobile application development platform / back end application stack / web server / application server or backend database to be used?
<b>Response</b>		<b>MDMR is not indicating any preferred platforms or hardware/software configurations, other than what is stated in the General Requirements section of RFP Number 4271 Attachment A.</b>
<b>Question 15</b>	Section VII: Procurement Goals and Objectives, Item 4.8	Will the selected vendor need to provide training services for the mobile application?

Vendor Question No.	Verified RFP Cite	Question/Answer
	Page 35	
<b>Response</b>		<b>Yes.</b>
<b>Question 16</b>	Section VII: Procurement Goals and Objectives, Item 4.8  Page 35	Does MDMR have a preference for cloud provider?
<b>Response</b>		<b>No, MDMR does not have a preference. Vendors must meet the requirements detailed in the Cloud or Offsite Hosting Requirements section of RFP Number 4271 Attachment A.</b>
<b>Question 17</b>	Section VII: Procurement Goals and Objectives, Item 4.9  Page 35	Is the vendor expected to provide translations at any point in this project, or will the translations be provided for the vendor to then incorporate into the app?
<b>Response</b>		<b>a. Yes, the Vendor should anticipate providing translations at any point in the project. b. In some cases, MDMR will provide translations for the Vendor to incorporate into the app.</b>
<b>Question 18</b>	Section VII: Procurement Project Schedule, Item 5  Page 35	Just to confirm, what is the expected timeline and / or delivery date?
<b>Response</b>		<b>No later than July 30, 2021. See Amendment Number 3 above.</b>
<b>Question 19</b>	Section VIII: Cost Information Submission  Pages 40 & 41	Do we have to connect to any other internal or external systems to get other forms of data? Or will this application be self-contained - ie. all the data needed for the mobile app user is created, managed and kept up to date using the Web based MDMR Admin application?
<b>Response</b>		<b>a. Yes, refer to RFP Number 4271 Attachment A Items 50 and 51. b. Refer to the response above. All external systems that need to be integrated are detailed in RFP Number 4271 Attachment A Items 50 and 51.</b>
<b>Question 20</b>	Section VIII: Cost Information Submission	Is there a target budget range for this project?

Vendor Question No.	Verified RFP Cite	Question/Answer
	Pages 40 & 41	
<b>Response</b>		<b>Yes.</b>
<b>Question 21</b>	Section VIII: Cost Information Submission  Pages 40 & 41	Could you please clarify the two line items listed on this page: What does - if Change order rate varies depending on the level of support, vendor should specify the Change Order rate according to position? What is a fully-loaded Change Order Rate? - Would you want us to provide hourly rates for each resource type?
<b>Response</b>		<p><b>a. The statement “if Change order rate varies depending on the level of support, Vendor should specify the Change Order rate according to position?” means that Vendors should propose pricing for change order rates based on position/level of support if it is applicable to them. For example, some Vendors may have different rates depending on the position (i.e. Senior Project Manager, Junior Project Manager). Vendors must propose either one rate for all positions or a rate for each position.</b></p> <p><b>b. A Fully-loaded Change Order Rate is a rate that has all associated costs built into the rate. Some examples are: cost of all materials, travel expenses, per diem, and all other expenses and incidentals that could be incurred by the Vendor.</b></p> <p><b>c. Vendors can either provide fully loaded hourly rates for each resource type or provide one blended fully loaded hourly rate.</b></p>
<b>Question 22</b>	Attachment A: Technical Requirements, General Requirements, Item 24  Page 3	Is the vendor expected to provide translations at any point in this project, or will the translations be provided for the vendor to then incorporate into the app?
<b>Response</b>		<p><b>a. Yes, The Vendor should anticipate providing translations at any point in the project.</b></p> <p><b>b. In some cases, MDMR will provide translations for the Vendor to incorporate into the app.</b></p>

Vendor Question No.	Verified RFP Cite	Question/Answer
<b>Question 23</b>	Attachment A: Technical Requirements, General Requirements, Item 27  Page 3	Should the app functionality be available for offline use?
<b>Response</b>		<b>MDMR requests that there be an option for offline use of the information. This could be accomplished by the selective download of a state's handbook or a similar process. Refer to Amendment Number 6 above.</b>
<b>Question 24</b>	Attachment A: Technical Requirements, General Requirements, Item 28  Page 3	The RFP mentions the use of interactive tools. Is the scope of these tools limited to functions that are currently in the document? Can the implementation of additional interactive tools be included in our proposal? If so, should the pricing for this function be presented separately?
<b>Response</b>		<p><b>a. Yes, the scope is limited to the functions that are currently detailed in the RFP.</b></p> <p><b>b. Yes, additional interactive tools can be included.</b></p> <p><b>c. Yes, Vendors should price these items separately.</b></p>
<b>Question 25</b>	Attachment A: Technical Requirements, General Requirements, Item 39  Page 4	The RFP refers to use of Open source technologies. Would MDMR be open to explore reporting platforms like Google Firebase, etc. that specialize in capturing user behavior and activities. If Yes, are there any cost limits for these services if there are subscription charges beyond the free usage tier?
<b>Response</b>		<p><b>a. Yes.</b></p> <p><b>b. No, Vendors should include subscription charges as a part of the proposal response.</b></p>
<b>Question 26</b>	Attachment A: Technical Requirements, Functional Requirements, Item 46  Page 4	Would managing the content be part of our contract or would it be managed by MDMR Team? It is our assumption that the selected vendor will provide a one-time setup.



Vendor Question No.	Verified RFP Cite	Question/Answer
Response		MDMR is seeking a Vendor that can transfer existing printed handbook content into a mobile application. Because of the nature of the information, it is somewhat static. However, informational content changes and/or updates can be anticipated by the Vendor monthly or on an as-needed basis. MDMR does not anticipate frequent content management updates. The Vendor should include this expectation when developing proposal.

RFP responses are due November 17, 2020 at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Jordan Barber at 601-432-8005 or via email at [jordan.barber@its.ms.gov](mailto:jordan.barber@its.ms.gov).

cc: ITS Project File Number 44715